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Missouri Career Centers Met and Exceeded Performance Standards

JEFFERSON CITY - The Missouri Career Centers are providing excellent job training and placement services, according to guidelines set under the Workforce Investment Act.

The Division of Workforce Development, a division of the Department of Economic Development, and partner agencies that administer the Career Centers, met and exceeded established performance standards as recently reported to the United States Department of Labor. The report covered services provided at the Career Centers under the Workforce Investment Act from July 1, 2000 through June 30, 2001 and reflects services provided to 11,575 Missourians.

Located around the state, the Missouri Career Centers are "one-stop" job and training centers that provide job-seeking services to workers and placement services to employers. Services include assistance with job search and resume skills, job training opportunities and matches with potential employers. These centers also provide assistance to employers by screening potential applicants and offering business and labor market information.

Under the Workforce Investment Act, all states must perform an annual self-evaluation of their operations using established performance standards determined by the state and the U.S. Department of Labor. Evaluations are conducted in the areas of customer satisfaction, services to adults, services to dislocated workers and youth. In these major categories, the Missouri Career Center system partners scored at 108 percent on customer service, 96 percent on services to adults, 103 percent on services to dislocated workers and 90 percent on services to youth.

"This evaluation reflects well on Missouri's Career Center system, especially for the first year under the Workforce Investment Act," said Rick Beasley, acting director of the Division of Workforce Development. "More importantly, these numbers reflect the individual successes of thousands of employment and training customers."

"In these difficult economic times it is critical that the services we provide to both job seekers and employers be as accessible as possible," added Joseph L. Driskill, DED director. "These state services must also be delivered as effectively as possible because they can provide the link to economic prosperity for all Missourians. I commend the staff at the Career Centers for meeting and exceeding these goals."

Within the population groups served, activities are evaluated using a total of 17 criteria, including employment rates, job retention rates, change in earnings, and credentials earned. In an analysis of these standards, the Missouri Career Center system partners exceeded 12 standards, met two standards, and missed only three standards.

For more information about the Division of Workforce Development and the Missouri Career Centers, call 573-751-3999 or log onto www.missouridevelopment.org.